

Texas Department of State Health Services

Medical Home Learning Collaborative

FY19, Q4

July 17, 2019

Housekeeping

- All lines are in listen only mode
 - To speak, click the raise hand icon and the organizer will unmute your line
- If your computer does not have a mic, please use the phone for audio (phone is preferred)
 - Dial audio pin to enable audio
- Use the Question box to:
 - Communicate with organizers
 - Ask the speaker a question
 - Get help with technical difficulties
- Today's call will be recorded
- Agenda and PDF of slides are available in the Handouts section

Agenda

- 1. Welcome & Housekeeping
- 2. Children with Special Health Care Needs by Lianna Burton
- 3. CSHCN Systems Development Group Updates
- 4. Upcoming Events
- 5. Other Member Updates and Events
- 6. Resources
 - a) Emergency preparedness, summer camps, water safety, health equity
- 7. Adjourn

Children with Special Health Care Needs

Lianna Burton, CTCM
Eligibility Manager, Office of Primary and Specialty Health
Health and Developmental Services
Texas Health and Human Services Commission



Children with Special Health Care Needs

Overview



The Children with Special Health Care Needs (CSHCN) Services Program is a statewide program that helps children with special health-care needs, and people of any age with cystic fibrosis (CF), with certain health-care expenses.

How the Program Works

Contractor Perspective

- CSHCN providers submit claims and are reimbursed through Texas Medicaid & Healthcare Partnership (TMHP), a Texas Health and Human Services Commission (HHSC) contractor.
- Provider enrollment and claims processing are coordinated by TMHP; except for all Family Support Services (FSS).
- FSS providers enter into open enrollment contracts with HHSC. FSS claims are paid directly by the program.



How the Program Works

Family Perspective

- Eligible clients access benefits through enrolled providers and can receive services in the home, clinic, hospital or community setting.
- Eligible clients receive case management services through Health Service Region (HSR) social workers and community-based contractors.





People of any age with CF





Eligibility

- Clients must be Texas residents with a chronic physical or developmental condition that:
 - is expected to last at least 12 months;
 - will limit one or more major life activities;
 - needs more health care than what children usually need; and
 - has physical symptoms.
- Clients must also have family income that is less than or equal to 200 percent of the federal poverty level (FPL) and be under 21 years old, or any age with CF.



Spend Down

Allows applicants over 200 percent FPL, who have met other eligibility requirements, to spenddown their income and meet financial eligibility.

- 12 months prior, 6 months after
- Must pay expenses, submit proof of payment to program
- Client's eligibility will start the day that they have spent down to the eligible FPL.

Medical Review

- Helps to expedite the completion of a CSHCN application, ensuring the application contains the required client and eligibility criteria.
- System prompts a medical review when the clinical information provided is unclear, or primary diagnosis given by provider is not a covered code.



Medical Review Contact

How it works

- Eligibility specialist will follow up with regional worker directly with an update on the case.
- Medical reviews are typically processed within five days.



For medical review questions:

OPSH EligibilityHelp@hhsc.state.tx.us

Medical Reviews



System alerts that the case should go to medical review.

Regional eligibility to contact central office at Eligibility Help email.

Central office eligibility staff review.

Task is assigned to our policy nurses.

Policy nurse reviews clinical information submitted; follow up with provider.

Services and Benefits



- Comprehensive medical services
- Case management
- Family support services
- Other types of services

Services and Benefits

Comprehensive Medical Services

- Medical
- Mental health
- Dental
- Vision
- Special medical equipment and supplies

Services and Benefits

Comprehensive Medical Services

Treatment can occur in any program participating facilities, such as:

- Inpatient hospital care
- Inpatient rehabilitation care
- Ambulatory surgical care
- Emergency care
- Dialysis facilities



Services

Services and Benefits

Case Management

- Available to clients through health regional offices and community-based contractors.
- Help clients and their family obtain adequate and appropriate services that meet the clients needs.
- Also available to all clients on the CSHCN Services Program waitlist.

Services and Benefits

Family Support Services

Services may include:

- Respite care
- Minor home modifications (widening door ways, handrails, ramps, bathroom adjustments, etc.)
- Vehicle modifications (wheelchair lift, hand controls, etc.)
- Child care supports
- Caregiver training
- Special equipment and supplies not otherwise covered
- Short term utility assistance
- Inspection fees for home modifications

Services and Benefits

Eligibility for Family Support Services

- Client must be active in the CSHCN Services
 Program
- Client cannot be receiving benefits through any Medicaid waiver
- Client who is eligible for other non-Medicaid programs that provide family support benefits is still eligible
- Requested FSS may not replace or duplicate services, but can supplement services

Services and Benefits

FSS Maximum Benefit Levels

Annual benefit (calendar year) - \$3,600

- May increase up to \$7,200 (calendar year) for purchase of vehicle modifications
- May be used for home modifications

Home modification - Lifetime limit - \$3,600

- May combine with annual benefit for up to \$7,200 one-time
- Cost of the initial and final home inspections must be included in the total costs to not exceed \$7,200

Services and Benefits

Where to Find More Information on FSS

hhs.texas.gov/doing-business-hhs/provider-portals/healthservices-providers/children-special-health-care-needs-servicesprogram/family-support-services

Family Support Services

Home / Doing Business with HHS / Provider Portals / Health Services Providers / Children with Special Health Care Needs Services Program / Family Support Services

- + Contracting with HHS
- + Grants
- + Licensing, Credentialing and Regulation
- + Medicaid Provider Enrollment

Open Enrollment Opportunities

- Provider Portals
- + Assistive Services Providers
- + Behavioral Health Services Providers
- + County Jails
- + Health Care Facilities Regulation

Family Support Services are services that help families take care of Children with Special Health Care Needs Services Program clients at home. These services can also help a client be more independent and able to take part in family life and community activities. Family Support Services include:

- Respite (care to relieve a child's caregiver)
- Caregiver training
- Special care supports
- Vehicle modifications (such as wheelchair lifts and hand controls)
- Minor home modifications (such as wheelchair ramps and wider doorways)
- Special equipment and supplies not otherwise covered by the

% Resources

Frequently Asked Questions (PDF)

HIPAA General Information

International Classification of
Diseases-10th Revision Resource

Online Provider Search

Texas Medicaid & Healthcare Partnership₽



Services and Benefits

Other Services

- Ambulance
- Transportation
- Transportation of deceased clients
- Insurance premiums
- Meals and lodging



Closer Look: Insurance Premium Payment Assistance

- Insurance Premium Payment Assistance (IPPA) is an insurance premium reimbursement benefit.
- To be eligible for IPPA, you must maintain eligibility with CSHCN and have other health coverage—including Medicare and Medicaid Buy-In for Children (MBIC).
- Children's Health Insurance Program (CHIP) fees are not covered.



Finding Services

- Clients apply by completing an application
- Regional staff review applications for clinical, financial and other eligibility criteria
- All applicants must also apply for CHIP, Medicaid or MBIC
- Clients are required to renew eligibility annually



Waiting List

Once deemed eligible for benefits:

- Clients are placed on a waiting list
- Case management with HSR social workers can begin
- Program staff monitor expenditures and projections routinely, and remove clients from the waiting list as budget permits.



Waiting List

Additional priority considerations for the waiting list:

- Priority 1: Under age 21, urgent need
- Priority 2: 21 or older with CF, urgent need
- Priority 3: Under age 21, not urgent need
- Priority 4: 21 or older (CF), no urgent need





In fiscal year 2017, CSHCN served 1,678 clients

Table 1. Income Levels

Percent of FPL	Number of Clients Served ⁱ	Percent of Clients Served	Number of Eligible Clients on Waitlist
100% of FPL or less	1,055	62.8%	340
101-150% of FPL	392	23.4%	99
151-200% of FPL	208	12.4%	80
201% of FPL or above ⁱⁱ	23	1.4%	36
Total	1,678		555

[[]i] Clients served numbers may change due to a 95-day claims filing deadline.

[[]ii] Proof of spend down is required for all clients above 200 percent of FPL. Household income exceeding 200 percent of the FPL can be adjusted by deducting documented household medical expenses from total income.

Client Demographics



Table 2. Insurance Status

Insurance Type ⁱ	Number of Clients Served	Percent of Clients Served	Number of Eligible Clients on Waitlist
Medicaid	93	5.5%	178
Children's Health Insurance Plan (CHIP)	21	1.3%	11
Private Insurance	72	4.3%	44
None	1,492	88.9%	322
Total	1,678		555

Clients may be eligible for more than one type of insurance coverage (Medicaid, CHIP, or private insurance) at different times in the reporting year. Therefore, the number of clients served in this report used a hierarchical methodology to list a unique count of clients. Any clients who were enrolled in Medicaid at any time in the year were listed under Medicaid. Then, from the remaining client pool, anyone who was enrolled in CHIP at any time in the year was listed under CHIP. All remaining clients who have private insurance were listed under private insurance, and then all clients with no other coverage during the year were listed as "none."

Statutory Authority



- Texas Administrative Code, Title 25, Part 1, Chapter 38, Children with Special Health Care Needs Services Program
- Texas Health and Safety Code, Title 2, Subtitle B, Chapter 35, Children with Special Health Care Needs
- Texas Health and Safety Code, Title 2, Subtitle B, Chapter 33, Phenylketonuria, Other Heritable Diseases, Hypothyroidism, and Certain Other Disorders

Resources



Website

hhs.texas.gov/services/disability/children-special-health-care-needs-program

For program clients, in English tmhp.com/pages/clientenglish/client-cshcn english.aspx

For program clients, in Spanish tmhp.com/Pages/ClientSpanish/client cshcn spanish.aspx

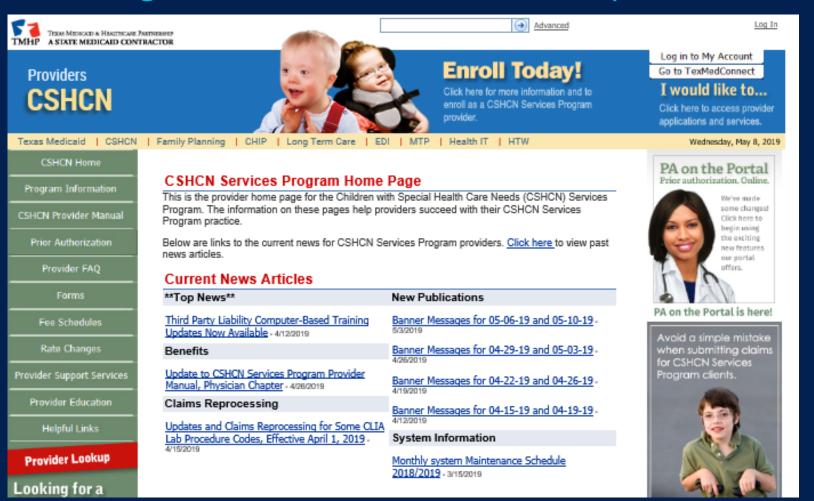
Resources

Health and Human

Services



tmhp.com/Pages/CSHCN/CSHCN home.aspx





Additional Resources and Programs in the Office of Primary and Specialty Health

Kidney Health Care Program



Helps Texans with end-stage renal disease to pay for their treatment including dialysis treatments, access surgery, kidney care drugs, travel to transplant or dialysis services, and Medicare premiums.

Email: khc@hhsc.state.tx.us

Phone: 800-222-3986

hhs.texas.gov/services/health/kidney-health-care

Eligibility Requirements:

- Texas Resident
- Income less than \$60,000 per year
- Diagnosis of end-stage renal disease from a licensed doctor
- Gets regular dialysis treatments or has had a kidney transplant
- Meets Medicare's definition of end-stage renal disease
- Isn't eligible for Medicaid medical, drug or travel benefits

Hemophilia Assistance Program



Helps Texans with hemophilia cover their medical bills. Assistance is provided with:

- blood factor replacement products; or
- reimbursement for health insurance premium payment.

Email: hemophilia@hhsc.state.tx.us

Phone: 800-222-3986

Eligibility requirements:

- Texas resident
- 18+ years old
- Income at or below 200 percent FPL
- Diagnosis of hemophilia from a licensed physician
- Not eligible for the CSHCN, Medicaid or Medicare

Epilepsy Program



Works with providers and clinics to ensure eligible Texas residents with epilepsy or seizure-like symptoms can get comprehensive outpatient services to prevent, detect and treat health problems.

Email: Epilepsy@hhsc.state.tx.us

Phone: 800-222-3986, Ext. 5922

OPSH Service Locator:

opshservicelocator.hhs.texas.gov/service

<u>locator/</u>

Eligibility requirements:

- Texas resident
- Diagnosed with epilepsy certified by a licensed doctor or a statement that applicant is suspected of having epilepsy
- If under age 21 and on the CSHCN waiting list, services can be provided until the child is removed from the waiting list
- Income at or below 200 percent FPL

Children's Autism Program



Provides focused applied behavior analysis (ABA) treatment services to children ages 3-15 with a diagnosis on the autism spectrum.

Phone: 800-222-3986, Ext. 3465

OPSH Service Locator
opshservicelocator.hhs.texas.gov/servicelocator/

Eligibility Requirements:

- Has a documented diagnosis on the autism spectrum made by a qualified professional
- Is 3 to 15 years old (services end on the child's 16th birthday)
- Texas resident

County Indigent Health Care



Helps low-income Texas residents who don't qualify for other state or federal health-care programs have access to health care services.

Benefits are limited to participating administrators who provide primary, preventative and some specialty services.

Eligibility Requirements:

- Texas resident
- Income level at or below 21 percent FPL
- Has resources less than \$2,000
- Isn't eligible for Medicaid

Email: CIHCP@hhsc.state.tx.us

Phone: 800-222-3986, Ext. 6467

OPSH Service Locator

<u>opshservicelocator.hhs.texas.gov/service</u>

locator/



Services for Women - Prenatal Medical/Dental (PMD)

Prenatal Medical

 Prenatal services for pregnant women are provided for up to 60 days while the applicant is awaiting CHIP Perinatal or Medicaid assistance.

Prenatal Dental

- Comprehensive and periodic oral evaluations, radiographs and preventative and therapeutic dental services
- For pregnant women and up to three months after they have given birth



Services for Women - PMD

Eligibility requirements

- Texas resident
- Not eligible for other healthcare plans that provide the same services
- Income at or below 185 percent FPL

Email: TitleVFFS@hhsc.state.tx.us

Phone: 800-222-3986, Ext. 2752

OPSH Service Locator

opshservicelocator.hhs.texas.gov/

servicelocator/



Services for Children - Child Health/Dental (CHD)

Child Health

• Preventive and primary health services - including case management for high-risk infants up to one year old.

Child Dental

 Comprehensive and periodic oral evaluations, radiographs, and preventative and therapeutic dental services



Services for Children - CHD

Eligibility requirements

- 21 years old or younger
- Texas resident
- Not eligible for other healthcare plans that provide the same services
- Income at or below 185 percent FPL

Email: TitleV.FFS@hhsc.state.tx.us

Phone: 800-222-3986, Ext. 2752

OPSH Service Locator

<u>opshservicelocator.hhs.texas.gov/ser</u>
<u>vicelocator/</u>

Title V Maternal and Child Health Fee-for-Service Program – Case Management



Case management services for this program are based on the Medicaid Children and Pregnant Women model and may be provided to eligible clients and billed to Title V MCH FFS as long as the following requirements are met:

- Providers must be Medicaid CPW providers;
- Providers must have completed the DSHS CPW training; and
- Providers must have a CPW case manager on staff.

Email: TitleV.FFS@hhsc.state.tx.us

Phone: 800-222-3986, Ext. 2752

OPSH Service Locator
opshservicelocator.hhs.texas.gov/servicelocator/

Required CPW training through DSHS: dshs.state.tx.us/caseman/default.shtm

Primary Health Care



Works with clinic sites across Texas to ensure eligible Texas residents have access to comprehensive primary health care services, to prevent, detect and treat health problems.

The PHC Services Program serves men, women and children.

Services include:

- Diagnosis and treatment
- Emergency services
- Family planning services
- Preventive health services, including immunizations
- Health education
- Diagnostic testing, such as X-rays and lab services

Primary Health Care



Eligibility requirements:

- Texas resident
- Not a beneficiary of other non-HHSC programs or benefits that provide the same services
- Income level at or below 200 percent FPL

Email: PrimaryHealthCare@hhsc.state.tx.us

Phone: 800-222-3986, Ext. 5922

OPSH Service Locator
opshservicelocator.hhs.texas.gov/servicelocator/

Navigate Life Texas

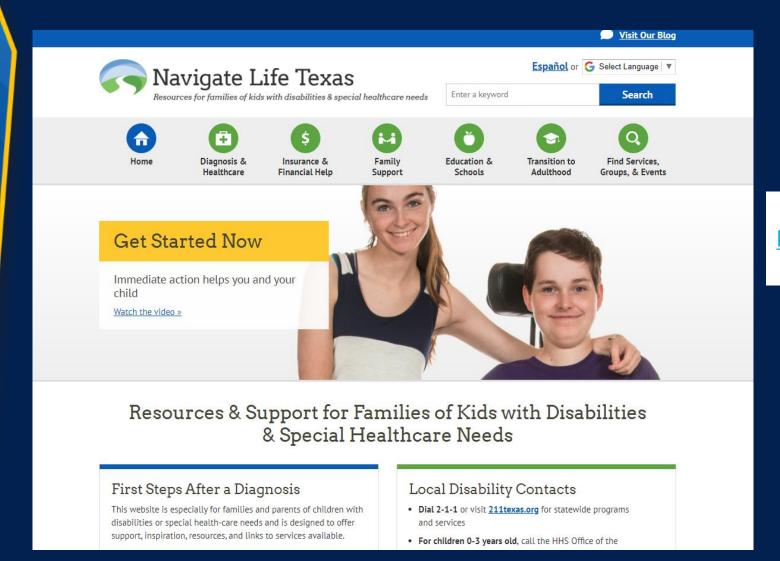


- Website created to inform and empower parents and caregivers of children with disabilities or special health-care needs.
- Developed by parents, for parents, in a parent toned voice.
- Most of the content is written by caregivers of children and adults with disabilities or special healthcare needs.

https://www.navigatelifetexas.org

Navigate Life Texas



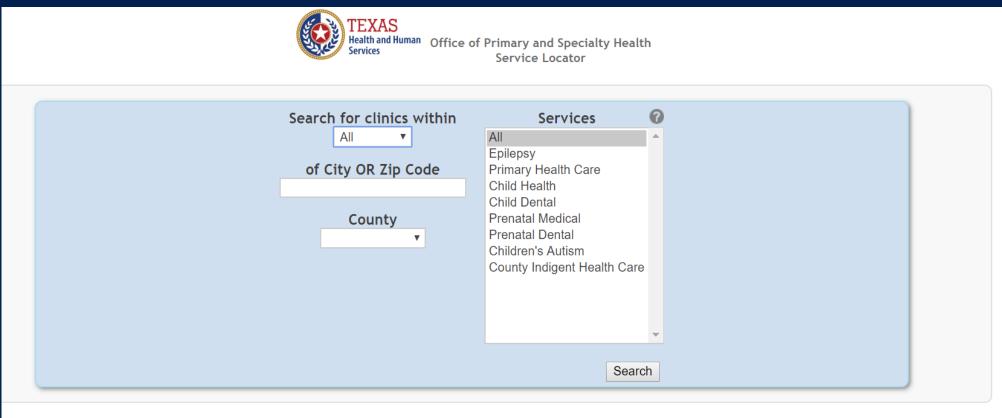


https://www.navigatelifetexas.org





opshservicelocator.hhs.texas.gov/servicelocator/



About our services

<u>Autism | Epilepsy | Primary Health Care | Title V | County Indigent Health Care Program</u>

Contact Us



Questions?



Program Contact

Helpline: 800-252-8023

Main Line (Austin): 512-776-7355

1100 West 49th, Moreton 4th Floor

Austin, Texas 78756



Program Staff Contacts

Curtis Walters, Director, OPSH
Callie Bresette, Policy and Program
Marc Terrazas, Operations
Lianna Burton, Eligibility
Julie Llerena, Lead Policy Nurse
Charlotte Anderson, Family Support Services



Thank you!

CSHCN Systems Development Group Updates

Operation Lone Star 2019

2019

OPERATION LONE * STAR

Some services provided are:

- Immunizations for children
- Screenings:
 - Diabetic
 - Hearing and vision
 - Blood pressure
- Sports physicals
- Dental and vision exams for prescription glasses for adults and children in Brownsville, Laredo, Mission, and San Juan
- Glasses (prescription required) in Harlingen
- Preventative dental services for school-aged children and younger in Rio Grande City

TEXAS
Health and Human
Services
Texas Department of State Health Services







Monday, July 22 -

Thursday, July 25

8:00 a.m. - 3:30 p.m.

Friday, July 26

8:00 a.m. - 2:00 p.m.



2019

OPERATION LONE * STAR

WHERE

Cameron County: Porter Early College High School, 3500 International Blvd., Brownsville

Harlingen School of Health Professionals, 1901 Rio Hondo Rd., Harlingen

Hidalgo County: PSJA College High School, 805 West Ridge Rd., San Juan

Juarez-Lincoln High School, 7801 West Mile 7 Rd., Mission

Starr County: Ac2E Magnet Elementary, 1 S. Fort Ringgold, Rio Grande City

Webb County: United South High School, 9th Grade Campus, 3819 Aguanieve Dr., Laredo

For more information, contact your county health department or dial 2-1-1.











Upcoming Events

- 43rd Annual TAVAC Summer Conference
 - July 29 August 1 in Austin
- 27th Annual Texas Autism Conference
 - August 1-2 in San Antonio
- Person-Centered Thinking Training hosted by Arc Greater Mid Cities
 - September 16-17 in Dallas
- Texas Pediatric Society 2019 Annual Meeting
 - September 19-22 in Plano
- Healthier Texas Summit
 - October 17-19 in Austin

Upcoming Events (cont.)

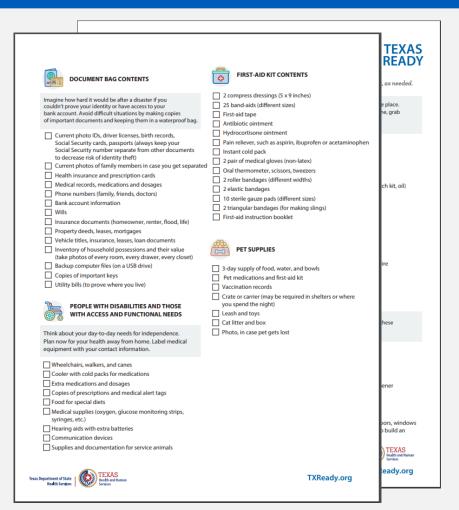
- 20th Annual Chronic Illness and Disability Conference: Transition from Pediatric to Adult-Based Care
 - October 24-25 in Houston
- 19th Annual Partners in Prevention Conference
 - November 5-7 in Austin
 - Registration opens in August

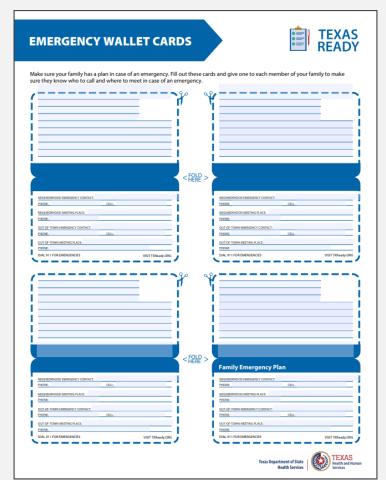
Other Member Updates and Upcoming Events

Emergency Preparedness

- June 1st marked the beginning of hurricane season
- Texas Prepares is now <u>Texas Ready</u>
 - Be informed
 - Make a plan
 - o Build a kit
- Other emergency preparedness resources for individuals with disabilities and their caregivers:
 - Navigate Life Texas
 - American Red Cross
 - Ready.gov

Texas Ready Resources





Get Ahead of Wi FAMILY EMERGENCY		u.	TEXAS READY
Disasters can strike without warning, so it i Decide together how you will get in contac of your plan in a safe place where you can	t with each other, where yo	ou will go and what you will do in	
Neighborhood Meeting Place:		Telephone Number:	
E-mail:		Cell Phone Number:	
ocal Contact Name:			
		Telephone Number:	
E-mail:		Cell Phone Number:	
Out-of-Town Contact Name:		Telephone Number:	
Out-of-Town Meeting Place:		Telephone Number:	
Fill out the following information for each	family member and keep	it up to date.	
Name:	Date of Birth:		
important Medical Information:			
Name: Important Medical Information:	Date of Birth:		
Name: Important Medical Information:	Date of Birth:		
Name:	Date of Birth:		
mame: Important Medical Information:	Date of Birth:		
Name:	Date of Birth:		
Important Medical Information:	Date of birds.		
Name:	Date of Birth:		
Important Medical Information:			
Write down where your family spends the mo papartment buildings should all have site-speci Work Location One Address: Vacuation Location: Work Location Two Address: Phone Number: Vacuation Location: Other Place You Frequent Address: Other Place You Frequent		and your family need to know about School Location One Address: Phone Number: Evacuation Location: School Location Two Address: Phone Number: Evacuation Location: Other Place You Frequent Address: Phone Number:	
Evacuation Location:		Evacuation Location:	
Important Information	Name	Telephone Number	Policy Number
Doctor(s):			
Pharmacist:			
Medical Insurance:			
Homeowners/Rental Insurance:			
Veterinarian/Kennel (for pets):			

Water Safety

- Swimming is a fun summer past-time that can turn dangerous very quickly
- Colin's Hope Their mission is to raise water safety awareness to prevent children from drowning
 - Constant visual supervision
 - Learn to swim
 - Wear life jackets
 - Block access to water
 - Keep your home safer
 - Missing person? Check the water first
 - Practice drain safety and open water safety
 - Learn CPR
- Colin's Hope water safety tips and other resources

Other Water Safety Resources

- Drowning prevention resources and initiatives
 - Autism Speaks
 - American Red Cross
 - <u>Texas Drowning Prevention Alliance</u>
- Find a swim school
 - United States Swim School Association
- Adaptive swimming lessons
 - Search for classes in your area on <u>Navigate Life Texas</u>
 - Check local parks and recreation or local YMCA for adaptive aquatics programs

Summer Camps

- There's still time!
- Navigate Life Texas <u>Sending Your Child to Camp</u>
- Resources to find camps for children with disabilities and special health care needs:
 - Pacer Center
 - Very Special Camps
 - Camp for All
 - American Camp Association Search for all types of camps
 - <u>CAMP</u> (Children's Association for Maximum Potential)

Health Equity

- AMCHP's <u>newsletter</u> included several articles focusing on health equity for MCH populations
 - Health Equity for CYSHCN: What Does it Mean for Title V?
 - Considering Health Equity for Children with ASD and Their Families
- Articles
 - Caregiver Voices: Cross-Cultural Input on Improving Access to Autism Services (in handouts section of webinar)
 - The Impact of the Patient-Centered Medical Home on Health Care Disparities
- Texas Health Institute's Webinar: <u>County Health Rankings & Roadmaps</u>
 - July 18, 1-2 pm CT

Health Equity (cont.)

- National Institute for Children's Health Quality
 - Health Equity: What You Can Do
 - An Innovation in Provider Training Increases Access to Care for Sickle Cell Disease Patients
- <u>June 2019 Medical Care Supplement Issue</u>: Addressing health Disparities through the Utilization of Health Information Technology

Scholarship Opportunity

- Frederick J. Krause Scholarship on Health and Disability
 - Funded by the American Association on Health and Disability
 - Provides financial assistance to students with physical or psychiatric disabilities who are pursuing university studies related to health and disability
 - Deadline is November 15, 2019

Additional Resources

Articles

- Health Home Care for CMC: Workforce Gaps, Policy, and Future Directions
- How Do Medicaid/CHIP CSHCN Differ from Those with Private Insurance?
- New AMCHP <u>Zika Resources</u>
 - Beyond Zika: Preparing MCH Programs for Future Threats to the Health of Families and Communities
 - o Preparing for the Future: Zika & Long-Term Implications for Systems of Care
 - The Value of Title V in Emergency Preparedness and Response

Upcoming Meetings

- Transition to Adulthood Learning Collaborative
 - August 14, 12 pm − 1:30 pm CT
- Medical Home Learning Collaborative
 - October 16, 10 11:30 am CT

Thank you!

Please take the post-call survey. We value your feedback!

Erin.Thompson@dshs.Texas.gov